
i-know™ Online Enrollment User Guide

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Introduction

Welcome to i-know Online Enrollment

With i-know™ Online Enrollment you can use the Internet to manage your student enrollments and specify the number of test materials sent to your organization or school. As soon as you save your student enrollments on the i-know Online Enrollment Web site, they are automatically saved in the CTB enrollment database.

i-know Online Enrollment works in conjunction with i-know Online Assessment and i-know Progress. You might have an account on one or more systems. CTB Account Managers set up Administrators for all systems. You might receive a default username and password for your organization. After you log in the first time, you can change your username and password.

All i-know Online Enrollment users are assigned the role of OEAdmin. You can use i-know Online Enrollment to manage Online Enrollment users at and below your level in the organization hierarchy.

To access i-know Online Enrollment Help and technical support, click **Contact Us**.

Managing Enrollment

Specifying Student Enrollments

Use i-know Online Enrollment Web site to enter the number of students taking each category of test and automatically transmit the results to CTB.

1. If necessary, click **Home**, select a **Test Administration** and click **Submit**.

The **Select a School to Manage** page appears, showing the test administration and all organizations at and below your level in the hierarchy.

2. Click  to expand the list if necessary, and click a school to view its details.

The **School Detail** page appears. The lower part of the page shows the estimated and current student enrollments, if any, for the selected school.

3. Click **Change Enrollments**.

4. On the **Change Enrollments** page, for each test in the **Category** column, enter the number of students taking the test in **Your Student Enrollments**.

If you do not want materials for a particular test category, enter a zero in **Your Student Enrollments**.

5. Click **Save Changes**.

6. On the **Email Confirmation** page, select the option you want.

If you want an email confirmation, ensure the email address is correct.

7. Click **OK**.


The **School Detail** page reappears showing your updated student enrollments.

You can use your browser's **Print** command to print this page for your records.

Editing School Contact Information

Your contract or program determines where materials are shipped. If your materials are being shipped to a school, you must provide school information. If materials are being shipped to a different organization, school address information is ignored.

Your username and password determine the schools available to you when you log into i-know Online Enrollment. To edit school contact information, your account must have access to the school.

1. If necessary, click **Home**, select a **Test Administration** and click **Submit**.
2. On the **Select a School to Manage** page, click  to expand the list if necessary, and click a school to view its information.
3. On the **School Detail** page, click **Edit School Information**.
4. On the **Edit School Information** page, revise the information as needed.

To change the school name, edit it in the **School Name** field. You cannot edit the school code.

School contact information must include at least the **Test Coordinator**, **Phone**, **Address**, **City**, **State**, and **Zip**, which are required fields.

5. Click **Save Changes**, or **Cancel** to discard the information.

The **Confirm School Information** page appears, showing the updated information.

6. Click **Confirm** to save changes, or **Cancel** to exit without registering any changes.

Editing Organization Contact Information

Organization refers to the district, corporation, diocese, or other umbrella over your school system. The Online Enrollment system displays your organization name on the **Edit Contact Information** page, so the names on this page vary. For example, if your schools are organized in districts, this page is called **Edit District Information**. This topic uses **District** as the example organization.

You need only provide organization contact information if your materials are being shipped to the organization address, such as a district. However, if the materials are being shipped to a school, this information is ignored.

Your username and password determine the level at which you log into Online Enrollment. Your account must have access to the organization to edit its information.

1. If necessary, click **Home**, select a **Test Administration** and click **Submit**.

2. On the **Select a School to Manage** page, click **Edit Contact Information**.

The **Edit District Information** page appears, showing the test administration, organization name, and organization code at the top.

3. On the **Edit District Information** page, revise the information as needed.

Include at least the **Test Coordinator**, **Phone**, **Address**, **City**, **State**, and **Zip**, which are required fields.

4. Click **Save Changes**.

5. On the **Confirm District Information** page, ensure the information is correct and click **Confirm**.

Or, you can click **Cancel** to return to the **Select a School to Manage** page without registering your changes.

Adding a School

To add a school, your account must have access to the organization above the school you are adding. Your username and password determine the organization you can access.

1. If necessary, click **Home**, select a **Test Administration** and click **Submit**.
2. On the **Select a School to Manage** page, click **Add School**.
3. On the **Step 1, Add a New School** page, enter the **School Name** and **School Code**.


The school code must be unique within the district.
4. Click **Next**.
5. On the **Step 2, Add School Contact Information** page, enter at least the **Test Coordinator** and **Phone** number, which are required fields.

Do not use periods or other punctuation in the Test Coordinator name. For example, type William Smith instead of Mr. William Smith, Jr.

The phone number must be in the format: 123-456-7890
6. In the **Address** section, enter the **Address**, **City**, **State**, and **Zip** code, which are required fields.
7. Click **Next**.
8. On the **Step 3, Confirm New School Information** page, click **Confirm** to save changes, **Back** to edit the information, or **Cancel** to discard it.

Printing an Enrollment Form

For your convenience in collecting enrollment information from the schools in your organization, you can print and distribute hard-copy enrollment forms to each school. Enter the information from the completed enrollment forms into the Online Enrollment system. Do not send printed forms to CTB.

1. If necessary, click **Home**, select a **Test Administration** and click **Submit**.
2. On the **Select a School to Manage** page, click  to expand the list if necessary, and click a school to view its information.
3. On the **School Detail** page, click **View Printable Enrollment Form**.


The enrollment form for the selected school opens in a new browser window.
4. Click **Print** to print the form, or **Close Window** to close the window.

Closing a School

You can close a school to prevent entering student enrollments for it.

1. If necessary, click **Home**, select a **Test Administration** and click **Submit**.

The school you want to close must be included under the selected test administration, or it won't appear in the list.

2. On the **Select a School to Manage** page, click  to expand the list if necessary, and click a school to view its information.
3. On the **School Detail** page, click **Edit School Information**.
4. On the **Edit School Information** page, click **Close School**.
5. In the Confirmation message, click **OK**, or click **Cancel** to keep the school open.

The **School Detail** page appears, showing the **School Status** as **Closed**.

You can re-open the school at any time.

See also


[Re-opening a School](#)

Re-opening a School

You can re-open a closed school to enter student enrollments for it.

1. If necessary, click **Home**, select a **Test Administration** and click **Submit**.

The school you want to re-open must be included under the selected test administration, or it won't appear in the list.

2. On the **Select a School to Manage** page, click  to expand the list if necessary, and click a school to view its information.
3. On the **School Detail** page, click **Edit School Information**.
4. On the **Edit School Information** page, click **Re-open School**.
5. In the Confirmation message, click **OK**, or click **Cancel** to keep the school closed.

The **School Detail** page appears, showing the **School Status** as **Open**.

See also

[Closing a School](#)

Managing Users

About Managing Users

You can use i-know Online Enrollment to:

- Search for, view, and list all user profiles assigned to organizations accessible from your account
- Edit the profile and change the password of any user below your level in the organization
- Delete any user below your level in the organization
- Create new users assigned to any organization you can access
- Edit your own profile and password

To view or edit a user profile you must first search for the user, then edit the user profile.

To print a profile, click your browser's **Print** button while viewing the profile.


To edit your own profile, use the **My Profile** button in the **Manage Users** section of i-know Online Enrollment.

Searching for a User

You must search for a user to view, edit, or delete a user profile, or to change a user's password. You can change the profile of any user below you in the organization hierarchy.

1. If necessary, click **Home**, click **Manage Users**, then click the **User Profile Edit/Search** button.
2. On the **User Profile Edit/Search** page, enter one or more parameters for the user you are seeking, such as the first name, last name, or username.

Or, if you know the organization to which the user belongs, you can select the user in the **Location and Administrators** section.

If necessary, scroll through the alphabetical list of organizations, click  next to the organization or school containing the user, then click the radio button next to the user's name to select it.

3. Click the **Search** or **Submit** button inside the appropriate section.


The **View User Profile** page appears, where, depending on the user's position in the hierarchy, you can view the user profile, print it using your browser's **Print** command, change the password and hint, edit the profile, or delete the profile.

Editing a User Profile

First find the user, then edit the profile.

4. If necessary, click **Home**, click **Manage Users**, then click the **User Profile Edit/Search** button.
1. On the **User Profile Edit/Search** page, enter one or more parameters for the user you are seeking, such as the first name, last name, or username.

Or, if you know the organization to which the user belongs, you can select the user in the **Location and Administrators** section.

Scroll through the alphabetical list of organizations, click  next to the organization or school containing the user, then click the radio button next to the user's name to select it.

2. Click the **Search** or **Submit** button inside the appropriate section.

The **View User Profile** page appears, showing the selected user.

3. To change a parameter, such as **First Name**, **Last Name**, or **Username**, click **Edit**.

The **Edit User Profile** page appears, showing a blue asterisk next to required fields.

4. Enter your changes and click **Save** to save them.

The **View User Profile** page reappears, where you can change the password or make further edits.

Listing Users

You can use i-know Online Enrollment to list all the users below your level in the organization.

1. If necessary, click **Home**, click **Manage Users**, then click **List Users**.

The **List of Users** page appears, showing all users assigned to organizations below your level in the organization structure.

The list shows the user name, email address, role, and node.

To view a user profile, click the user's name.

Changing a User's Password

You can change your own password, or the password of any user below you in the organization hierarchy. To change your own password, use the **My Profile** command described in Viewing and Editing Your Profile.

1. If necessary, click **Home**, click **Manage Users**, then click the **User Profile Edit/Search** button.
2. On the **User Profile Edit/Search** page, enter one or more parameters for the user whose password you want to change, such as the first name, last name, or username.

Or, if you know the organization to which the user belongs, you can select the user in the **Location and Administrators** section.

Scroll through the alphabetical list of organizations, click the arrow next to the organization or school containing the user, then click the radio button next to the user's name to select it.

3. Click the **Search** or **Submit** button inside the appropriate section.

The **View User Profile** page appears, showing the selected user.

4. Click **Change Password / Hint**.

The **Change Password and Hint** page appears, showing a blue asterisk next to required fields.

5. Enter the new password twice and click **Submit**.

The **View User Profile** page appears with a message stating the password has been successfully updated.

Or, to cancel the operation, click **Cancel**.

Adding a New User

You can add a new user to any organization you can access.

1. If necessary, click **Home**, click **Manage Users**, then click **Create User Profile**.

The **New User Profile** page appears, showing **User Information** and **Contact Information** on the left, and all organizations to which you can assign a new user under **Hierarchy Assignment** on the right.

2. Click a check box to assign the new user to at least one organization in the hierarchy. You can assign a user to as many organizations as you want.
3. In the **User Information** section, fill in all the required fields, which are marked with a blue asterisk.

If you enter an email address, the system will send a password to the user at that email address. If you do not enter an email address, you must assign a password yourself and make it known to the new user. Or, later you can edit the user profile and add the email address at that time.

In the **Role** field, select **OEAdmin**, which is the only role for i-know Online Enrollment.

4. Fill in **Contact Information** if you want, and click **Save** to save changes.

The **View User Profile** page appears, showing the new user.

The bottom of the page contains buttons to add an additional user, change the password and hint, edit the user profile, and delete the user.

Note: If you did not enter an email address, the **View User Profile** page contains a message at the bottom telling you how to create a password for your new user.

See also

[Creating a Password Manually](#)

[Editing a User Profile](#)

Assigning a Password Manually

When you create a new user and include the user's email address, i-know Online Enrollment sends a password to that user so he or she can log into the system. If you do not enter an email address, you must assign a password yourself and make it known to the new user.

1. If necessary, search for the user so the user profile appears on the **View User Profile** page.
2. While viewing the user profile, note the **Username** assigned by the system, such as **bill_smith**.

You must know the username to change the password.

3. Click the **Change Password / Hint** button at the bottom of the page.
4. On the **Change Password** page, in the **New Password** box, enter a new password.

The password must contain at least six characters. At least one character must be a number and at least one character must be a letter.

5. In the **Confirm Password** box, enter the new password again.
6. Click **Submit**.

The **View User Profile** page appears with a message stating the password has been updated successfully.

7. Give the password to the new user.

Alternatively, you can edit the user profile, add an email address, and let the system send the password to the new user.

See also

[Searching for a User](#)

[Editing a User Profile](#)

[Adding a New User](#)

Viewing and Editing Your Profile

It is easiest to use the **My Profile** feature to view and edit your own profile.

1. If necessary, click **Home**, click **Manage Users**, then click **My Profile**.

The **View User Profile** page appears, where you can change your password and password hint, or edit your user profile.

See also

[Changing Your Own Password](#)

[Editing a User Profile](#)

Changing Your Own Password

It is easiest to use the **My Profile** feature to change your own password. When you change your own password the first time, you must enter your old password, as well as a password hint and answer.

i-know Online Enrollment passwords must contain at least six characters. At least one character must be a number, and at least one character must be a letter.

1. If necessary, click **Home**, click **Manage Users**, then click **My Profile**.

2. From the **View User Profile** page, click **Change Password / Hint**.

The **Change Password and Hint** page appears, showing required fields marked by a blue asterisk.

3. Enter your old password once, and your new password twice.

4. Select a hint question and enter a hint answer.

5. Click **Submit**.

The **View User Profile** page appears with a message stating the password has been successfully updated.

Or, to cancel the operation, click **Cancel**.

Contact Us

How to Contact i-know Online Enrollment Support

CTB Account Managers and Technical Support staff are available from 8:00 AM to 5:00 PM, Pacific Standard Time, to answer questions and help you with i-know Online Enrollment.

- Indiana users, call the CTB Help Desk at this toll free number:
1-800-282-1132.
- Mississippi users, call the Mississippi Service Center at this toll free number:
1-877-325-5414.
- California users, call the California Service Center at this toll free number:
1-800-994-8594
- Other users, call the CTB i-know Account Management group at this toll-free number:
1-866-282-2250.

Glossary

district code

Unique identifying code assigned to a district.

hierarchy assignment

Position within the organization, such as a school within a district, or a district within a state. Same as node.

hint

Clue used to obtain your password if you forget it. You select a hint question and provide the answer the first time you log into the i-know system.

node

Organization, such as state, corporation, district, school, or diocese. Each node has a given position in the hierarchy. Also referred to as hierarchy assignment and organization.

organization

State, district, school, corporation, diocese, or other entity. Sometimes referred to as a node.

password

Secret code that verifies your identity. Originally assigned to you by the system or your administrator, you are asked to change your password the first time you log into i-know. Your password must be at least 6 characters in length. At least one character must be a number and at least one character must be a letter.

role

Status assigned to each username that indicates the degree to which that user can access the system. All i-know Online Enrollment users are assigned the OEAdmin role. Online Enrollment users are assigned to the organization for which they are ordering test materials. This means Online Enrollment users can perform all functions for any organization below them in the hierarchy, and some functions for organizations at the same level.

school code

Unique identifying code assigned to a school. The school code must be unique within the district.

shipping address

Address to which the number of test materials determined by the student enrollment is shipped. The shipping address is determined by your program or contract.

student enrollment

Number of students taking a particular category of test in a given organization.

test administration

Name assigned to identify the date on which a particular test is administered, such as GQE Fall 2002.

test coordinator

Name of contact person in organization.

test materials

Test books or supplies shipped to an organization. The number of test materials shipped to an organization is based on the student enrollment for that test.

username

Identifying name assigned to you by your administrator, generally a variation of your name, or a default organization name.

validation

Comparison of your username and password with records in the system database. Validation occurs when you enter your username and password into the system, and when you answer the hint question if you have forgotten your password. If your entries match those in the system database, your entries are valid.

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